

47 CFR 64.604- Mandatory Minimum Standards

The outreach standards for Speech-to-Speech Relay Services are not appropriate vehicles for reaching people with speech disabilities.

If a person does not use the telephone because of a speech disability, they will not be browsing through their phone book or looking at phone bill inserts to see information about the existence of STS Relay services.

Outreach needs to be done to people with speech disabilities through advertisement or public service announcements on television or radio, and through professionals likely to come in contact with people with speech disabilities: speech therapists, occupational therapists, employment rehab counselors, disability organizations, assistive technology assessment centers, etc.

Washington State, Minnesota, and Texas have outlined effective outreach models, which Michigan should follow. An appropriate budget would need to cover posters and brochures for dissemination through disability professionals, production of public service announcements, and training of disability professionals on the use of STS so they may in turn train consumers.